**IT Applications Worksheet 3:**

**Organisation Structures and Information Flows**

**PART 1**

Fill in the chart below with the appropriate levels of management, types of decisions made, and types of information utilised, as outlined in the lists below:

Senior Management Strategic/Long Term

Summarised, monthly reports

Tactical/Short Term

Middle Management Summarised, monthly reports

Operational Management

Immediate/Day-to-Day

|  |  |  |
| --- | --- | --- |
| **Management Levels** | **Types of Decisions** | **Types of Information** |
| Senior Management | Strategic/Long Term | Summarised, monthly reports |
| Middle Management | Tactical/Short Term | Summarised, monthly reports |
| Operational Management | Immediate/Day-to-Day | Highly summarised, showing trends |

**PART 2**

Drake Real Estate Agents have been selling properties in the Dandenong Ranges for 20 years, with offices at Olinda, Kallista, Tecoma, Belgrave and Monbulk. Alan Drake is the manager of Drake Real Estate and has watched the business grow from just one office to the network it is today.

Each office has an office manager and a secretary. Salespeople within each office report to the office manager. The salespeople forward the information about the properties for sale to the secretary who updates the information on the office database and compiles weekly reports for the office manager. These reports detail information about the total sales achieved by each salesperson and the office as a whole.

The office manager forwards copies of these reports to Alan Drake’s secretary who compiles the information from all offices into one report for Alan.

**Question 1**

Alan Drake

Strategic planning

Office manager and secretary sales workers

Tactical planning operational planning

**Question 2**

On the organisation chart illustrate the information flows within the organisation.

**Question 3**

Identify which levels on the organisation chart require strategic, tactical and operational planning.

**Question 4**

Two decisions that might be made by each level within the organisation are:

* Senior management- deciding when new offices need to be built and the hiring new staff members.
* Operational management- Directing customer complaints to Alan Drake’s secretary, replacing workers who call in sick and ordering more stock if is needed for the offices.
* Middle management- responsible for making account decisions and weekly newsletters.